Systems Support Analyst
Winnipeg, Manitoba

TRAF Offers:

↘ Positive, diverse, equitable, and inclusive work environment

↘ Competitive salary

↘ Comprehensive benefits package

About TRAF:

The Teachers' Retirement Allowances Fund (TRAF) administers the defined benefit pension for approximately 40,000 active, former, and retired teachers in the Manitoba public school system.

TRAF is committed to a diverse, equitable, and inclusive workplace. Under *The Accessibility for Manitobans Act*, all applicants may request reasonable accommodation, which will be provided throughout the recruitment process.

How to Apply:

Please apply online at jobs.peoplefirsthr.com/#/jobs.

For further information about this career opportunity, please contact Jenessa McCrae at jmccrae@peoplefirsthr.com.

We thank all applicants for their interest; however, only those selected will be contacted for an interview.

Privacy Notice:

By applying, you consent to People First HR retaining your resume for up to seven (7) years to consider you for current and future opportunities. If you do not wish for your information to be kept on file, please email jmccrae@peoplefirsthr.com.

Located in downtown Winnipeg at The Forks, **TRAF** (Teachers' Retirement Allowances Fund) is seeking a professional, passionate, and analytical individual to fill the position of **Systems Support Analyst.** Reporting to the Director, Network Security & Operations, the Systems Support Analyst supports internal IT infrastructure and delivers high-quality technical assistance to staff and stakeholders. This individual will be responsible for ensuring smooth operation of all technology systems and services and alignment with data security and service delivery objectives. We're looking for someone who doesn't just fix problems but falls in love with understanding them – if that's you, apply now!

As the Systems Support Analyst, you will:

↘ Provide Tier 1 and Tier 2 technical support to staff and members, including troubleshooting hardware, software and network issues.

↘ Respond to support tickets via the helpdesk system, ensuring timely resolution and clear communication.

↘ Assist members with access to Online Services, including password resets, multi-factor authentication and navigation support.

↘ Monitor system logs and alerts to proactively identify and resolve issues

↘ Support deployment and testing of new software releases and patches, including rollback procedures if needed.

↘ Maintain documentation of support procedures, FAQs and known issues.

↘ Collaborate with Information Services and business teams to identify opportunities for service improvement and automation.

↘ Participate in business continuity and incident response planning and drills.

You and Your Experience:

↘ Post-secondary degree, diploma, or certificate(s) in information technology, computer science, or a related field.

↘ Minimum two years of relevant experience in technical or IT helpdesk support.

↘ Proficiency with Windows OS (desktop/server), Microsoft 365, and Linux.

↘ Strong technical skills in troubleshooting, system setup, maintenance, and understanding of hardware/software environments.

↘ Proven experience maintaining and optimizing secure connectivity across enterprise environments, including wireless networks and remote access systems.

↘ Strong ability to support and troubleshoot enterprise-grade network infrastructure with an emphasis on reliability, uptime, and performance.

↘ Demonstrated expertise in implementing and monitoring access controls and perimeter security measures to ensure the integrity and security of systems.

↘ Analytical and problem-solving abilities to assess system needs, evaluate options, and implement effective solutions.

↘ Clear and professional communication, with the ability to explain technical issues and collaborate across teams.

↘ High accountability and attention to detail, delivering accurate, timely, and reliable support with minimal supervision.

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